



# Medi-Cal Rx Finance Portal Frequently Asked Questions (FAQs)

March 10, 2022

This document contains answers to frequently asked questions (FAQs) to assist providers with finding solutions related to the use of the Medi-Cal Rx Finance Portal for Electronic Fund Transfers (EFTs), Electronic Remittance Advice (ERA) delivery options, Remittance Advice (RA) PDFs, or Electronic Data Interchange (EDI) 835 files.

## 1. How do I log in to the Medi-Cal Rx Finance Portal?

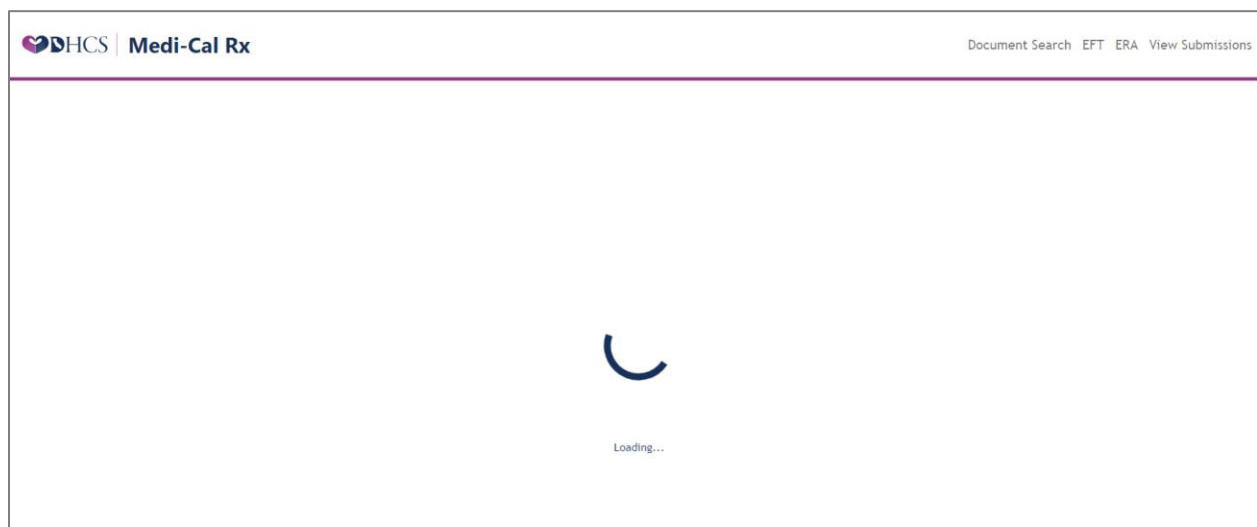
With the same User ID and Password that you used to register for the Medi-Cal Rx Web Portal, follow the steps below:

- a. Access the Medi-Cal Rx Web Portal.
- b. Select the **Provider Portal** icon at the bottom of the screen.
- c. Click the **Log In** icon at the upper right of the screen.
- d. Log in with your User ID and Password.
- e. Click the **Finance Portal** link from the left menu.
  - Refer to the [Medi-Cal Rx Finance Portal Job Aid](#) for more information.

## 2. Can a provider sign up for Medi-Cal Rx EFT or Medi-Cal Rx ERA online?

- a. Yes. Log in to the Medi-Cal Rx Finance Portal by following the steps in FAQ #1.
- b. Follow the instructions in the [Medi-Cal Rx Finance Portal Job Aid](#).

## 3. I logged in to the Medi-Cal Rx Finance Portal, but why am I not getting past the “Loading” screen?



- a. Ensure that you are using one of the recommended internet browsers. Recommended internet browsers are listed on the Medi-Cal Rx Web Portal [Helper Utilities](#) page.
- b. Contact your organization's Delegated Administrator. They need to assign a role to your login profile.
- c. If you do not know your Delegated Administrator and/or need additional support, please email [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com). You can also call the Medi-Cal Rx Customer Service Center at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 2** for Checkwrite).

#### 4. How can I check the status of my paper or online Medi-Cal Rx EFT or Medi-Cal Rx ERA application?

- a. Ensure that your Delegated Administrator has assigned Medi-Cal Rx Finance Portal Full Access to you. This grants full access to view and edit Medi-Cal Rx EFT and Medi-Cal Rx ERA information as well as perform a Document Search.
- b. Log in to the Medi-Cal Rx Finance Portal.
- c. Select **View Submissions**.
- d. Select either the **EFT** or **ERA** tab, depending on what you need.
- e. Locate the submission status for the National Provider Identifier (NPI) you submitted.
  - You can refer to the [Medi-Cal Rx Finance Portal Job Aid](#) for more information.
  - You can call the Medi-Cal Rx Customer Service Center at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 2** for Checkwrite) for assistance.
    - You can also email your request to [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com).

[Back to Top](#)

- You can also mail a letter to the following address:  
Medi-Cal Rx Customer Service Center  
ATTN: Financial Inquiries  
P.O. Box 610  
Rancho Cordova, CA 95741-0610

**5. How long does it take for Medi-Cal Rx EFT to be effective after I signed up for it?**

On average, it takes up to 45 calendar days: 10 days for the prenote process and 30 days after prenote for it to be used as the payment method within the Medi-Cal Rx checkwrite cycle.

**6. Where can I find the Medi-Cal Rx Checkwrite Schedule?**

The Medi-Cal Rx Checkwrite Schedule can be found at [Medi-Cal Rx Checkwrite Schedule: State Fiscal Year 2021-22](#).

**7. Can I check online for Medi-Cal Rx checkwrite payments?**

On the Medi-Cal Rx Checkwrite Payment Release Date, the RA—either the EDI 835 file or a PDF of the paper document mailed via USPS—is available for viewing and downloading from the Medi-Cal Rx Finance Portal. The RA will indicate the payment amount expected for that checkwrite cycle.

**Note:** The Medi-Cal Rx Finance Portal does not offer an option to query for future payments.

If further assistance is needed:

- You can call the Medi-Cal Rx Customer Service Center at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 2** for Checkwrite).
- You can also email your request to [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com) for assistance.

[Back to Top](#)

- You can also mail a letter to the following address:

Medi-Cal Rx Customer Service Center

ATTN: Financial Inquiries

P.O. Box 610

Rancho Cordova, CA 95741-0610

#### **8. How long does it take for funds to appear in my account after the Medi-Cal Rx checkwrite date?**

- View the [Medi-Cal Rx Checkwrite Schedule](#) for the Payment Release Dates.
- Pharmacies electing to receive payment via EFT should see payments posted to the designated bank account between the Payment Release Date and up to two (2) additional business days. Payment by EFT should not take more than two (2) business days.
- Pharmacies electing to receive a paper check via USPS should receive checks within seven (7) business days.
- On the Payment Release Date, the RA—either the EDI 835 file or a PDF of the paper document mailed via USPS—is available for viewing and downloading from the Medi-Cal Rx Finance Portal.

#### **9. How do I download an RA PDF, EDI 835 file, or other documents from the Medi-Cal Rx Finance Portal?**

- a. Log in to the Medi-Cal Rx Finance Portal.
- b. Select **Document Search**.
- c. Select the **Date Range**.
- d. Select **NPI** or **Chain ID**.
- e. Click **Search**.
  - Refer to the [Medi-Cal Rx Finance Portal Job Aid](#) for more information.

#### **10. I do not have internet access; how do I sign up for Medi-Cal Rx EFT or Medi-Cal Rx ERA?**

- a. You can complete and send in a hard-copy Medi-Cal Rx EFT or Medi-Cal Rx ERA application. Call 1-800-977-2273, select **Option 2** for Pharmacy, enter your

[Back to Top](#)

**NPI**, select **Option 2** for Checkwrite, and ask for the application to be mailed to you. Instructions for completing and mailing the form are included.

- b. If you need assistance with filling out a Medi-Cal Rx EFT or Medi-Cal Rx ERA application, you can call 1-800-977-2273, select **Option 2** for Pharmacy, enter your **NPI**, select **Option 2** for Checkwrite, and ask for assistance.

**11. I prefer to mail in the Medi-Cal Rx EFT or Medi-Cal Rx ERA information rather than completing via the Medi-Cal Rx Finance Portal. What form do I use and where do I find the form?**

- a. The *Medi-Cal Rx Electronic Funds Transfer (EFT) Form* (DHCS 6551) and the *Medi-Cal Rx Electronic Remittance Advice (ERA) Form* (DHCS 6550) are both available on the Medi-Cal Rx Provider Portal.
- b. The forms can be downloaded from the Medi-Cal Rx Provider Portal [Forms & Information](#) page. Scroll down to **Resources** section to download the forms.

**12. Where do I send the Medi-Cal Rx EFT or Medi-Cal Rx ERA application?**

You can mail the application to the following address:

Medi-Cal Rx Customer Service Center  
ATTN: Financial Inquiries  
P.O. Box 610  
Rancho Cordova, CA 95741-0610

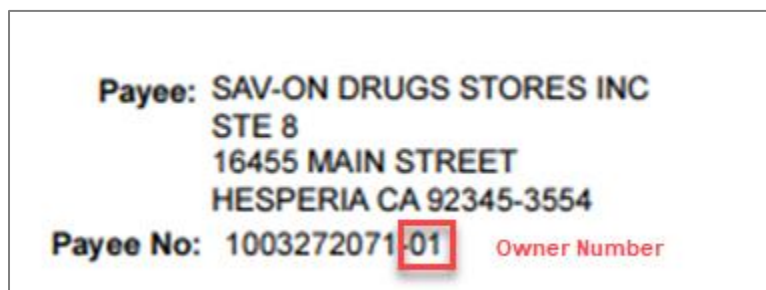
**13. I don't remember/know my NPI Owner Number; how can I find it?**

- a. On the Medi-Cal Rx RA (paper/PDF or on the EDI 835 file), the NPI's Owner Number is a two-digit identifier (e.g., 01, 02, 03, etc.) displayed after the 10-digit NPI.
- b. If you receive an EDI 835 file and use the [Medicare Remit Easy Print \(MREP\) software](#) (which is available free and can be used to access, view, and print RA information), the NPI's Owner Number is the last two digits following the NPI in the **Provider Name** field. Refer to the image below.

[Back to Top](#)

EasyPrint	v4.6	PROVIDER PAYMENT SUMMARY REPORT	VER: 005010X221A1
PROVIDER NAME	:	CVS PHARMACY #09501_123456781201	Owner Number
NPI #	:	1234567812	NPI ID
CHECK DATE	:	09/03/21	
CHECK/EFT TRACE #	:	6000041665	
TOTAL CLAIMS	:	1270	

- c. If you receive an EDI 835 file and use reader software other than MREP, the NPI's Owner Number is the last two digits following the NPI in the **Provider Name** field.
- d. If you receive a paper RA, refer to the header section of the RA. The NPI's Owner Number is the last two digits following the dash in the **Payee No** field. Refer to the image below.



- e. If you are unable to locate the NPI's Owner Number:
  - You can call the Medi-Cal Rx Customer Service Center at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 2** for Checkwrite).
  - You can leave a message with the Department of Health Care Services' (DHCS) Provider Enrollment Division (PED) at 1-916-323-1945 (select **Option 4** for "Enrollment Issues") requesting your Owner Number, and a PED staff member will return your call.
  - You can also email your request to [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com) for assistance.

[Back to Top](#)

**14. I submitted a hard-copy Medi-Cal Rx EFT and/or ERA application a few weeks ago; how can I check on the status of my application?**

- a. You can call the Medi-Cal Rx Customer Service Center at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 2** for Checkwrite).
- b. You can also email your request to [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com) for assistance.
- c. You can also mail a letter to the following address:  
Medi-Cal Rx Customer Service Center  
ATTN: Financial Inquiries  
P.O. Box 610  
Rancho Cordova, CA 95741-0610

**15. I need assistance or have questions regarding Medi-Cal Rx EFT, Medi-Cal Rx ERA, and/or Medi-Cal Rx checkwrite. How can I receive assistance?**

- a. You can call the Medi-Cal Rx Customer Service Center at 1-800-977-2273 (select **Option 2** for Pharmacy, enter your **NPI**, and then select **Option 2** for Checkwrite).
- b. You can also email your request to [MediCalRxFinancePortalSupport@magellanhealth.com](mailto:MediCalRxFinancePortalSupport@magellanhealth.com) for assistance.
- c. You can also mail a letter to the following address:  
Medi-Cal Rx Customer Service Center  
ATTN: Financial Inquiries  
P.O. Box 610  
Rancho Cordova, CA 95741-0610

[Back to Top](#)